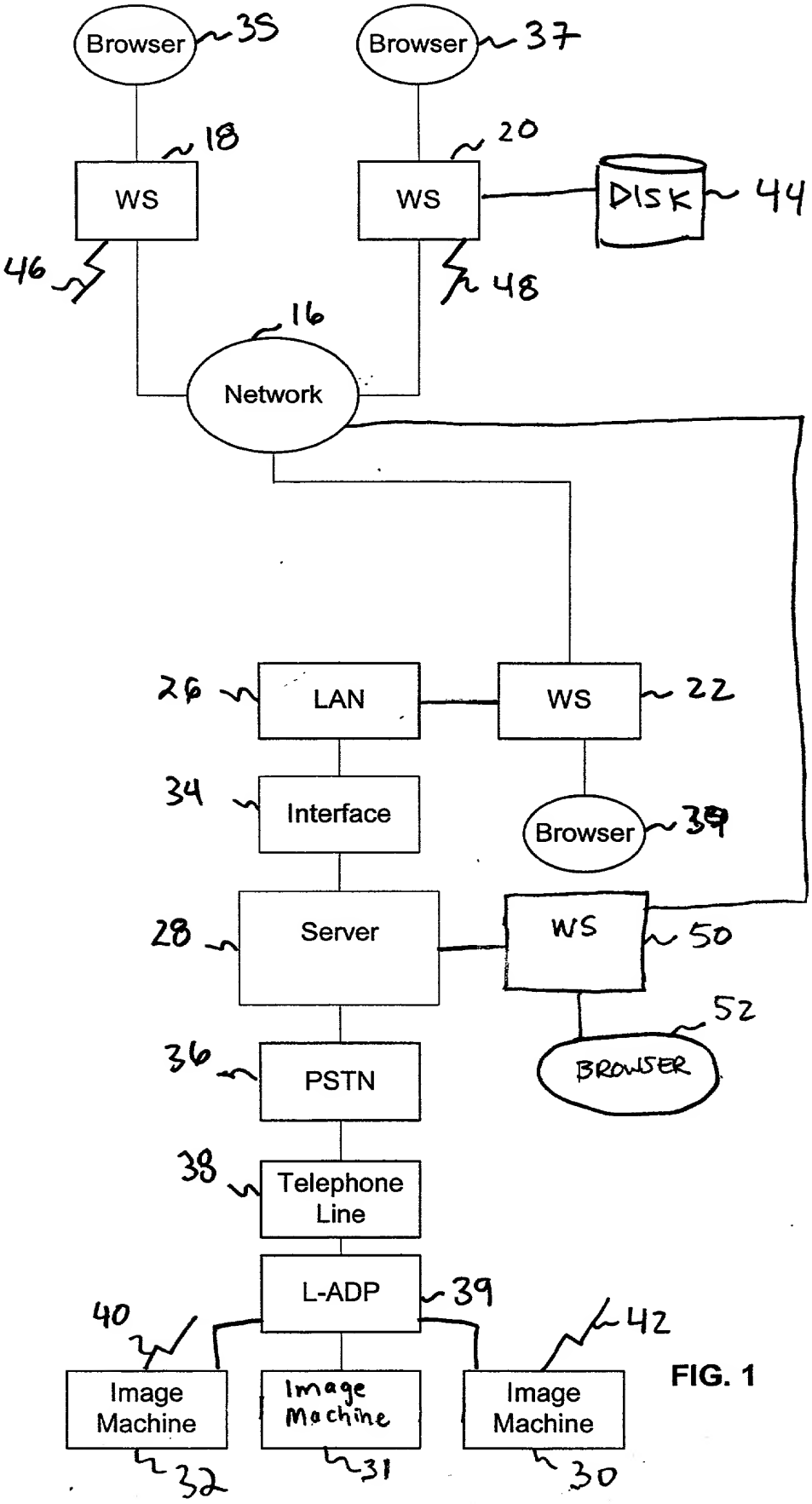

Browser
35
Browser
37
18
20
WS
WS
DISK
44
46
48
16
Network
26
LAN
WS
22
34
Interface
Browser
39
28
Server
WS
50
52
BROWSER
36
PSTN
38
Telephone Line
L-ADP
39
40
42
Image Machine
Image Machine
Image Machine
32
31
30

FIG. 1

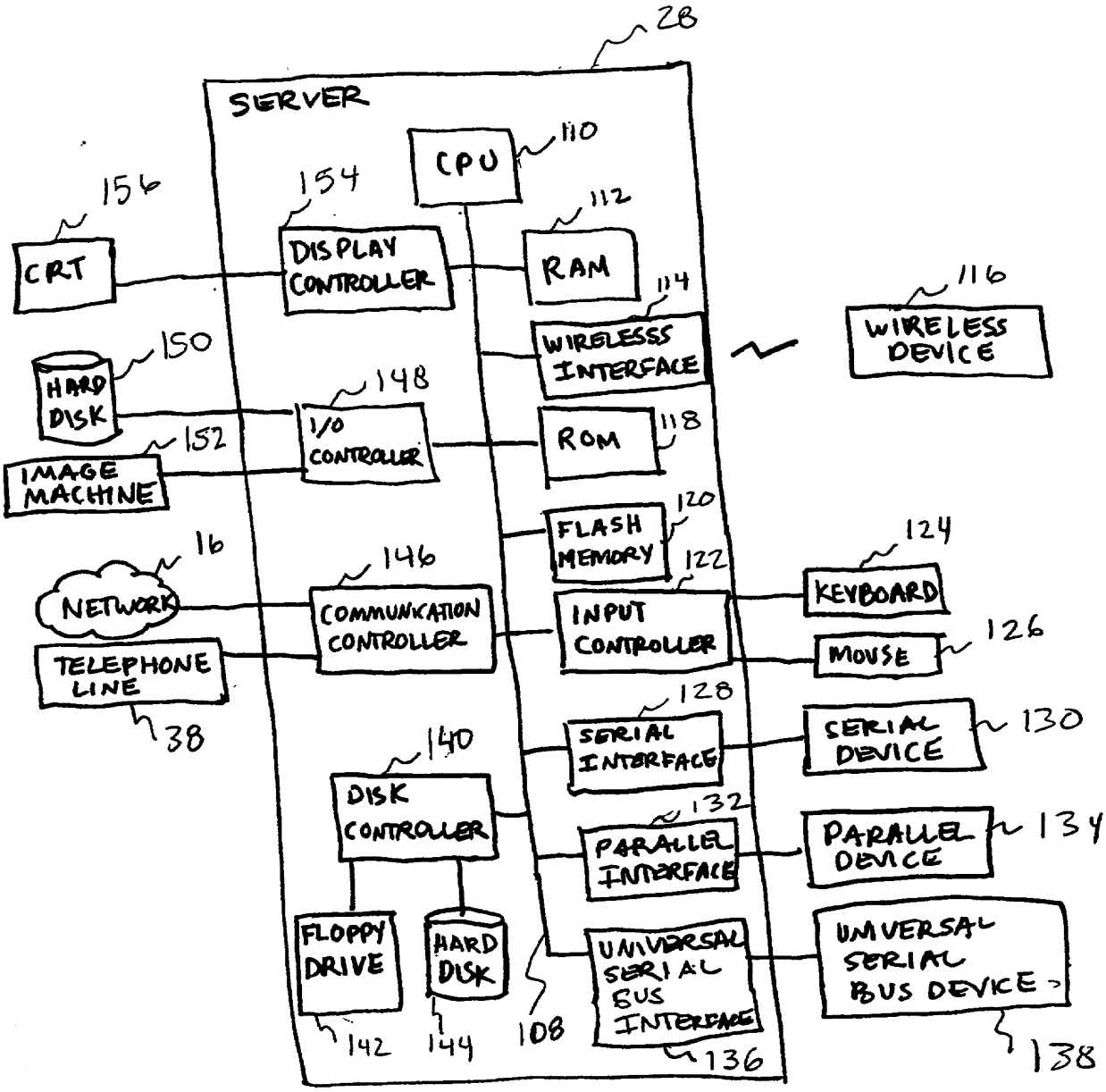

28
SERVER
CPU
110
156
154
112
CRT
DISPLAY CONTROLLER
RAM
114
116
WIRELESS INTERFACE
WIRELESS DEVICE
150
HARD DISK
148
152
I/O CONTROLLER
ROM
118
IMAGE MACHINE
120
FLASH MEMORY
16
124
NETWORK
146
122
KEYBOARD
COMMUNICATION CONTROLLER
INPUT CONTROLLER
126
MOUSE
TELEPHONE LINE
38
128
SERIAL INTERFACE
SERIAL DEVICE
130
140
DISK CONTROLLER
132
PARALLEL INTERFACE
PARALLEL DEVICE
134
FLOPPY DRIVE
HARD DISK
UNIVERSAL SERIAL BUS INTERFACE
UNIVERSAL SERIAL BUS DEVICE
142
144
108
136
138

FIG. 2

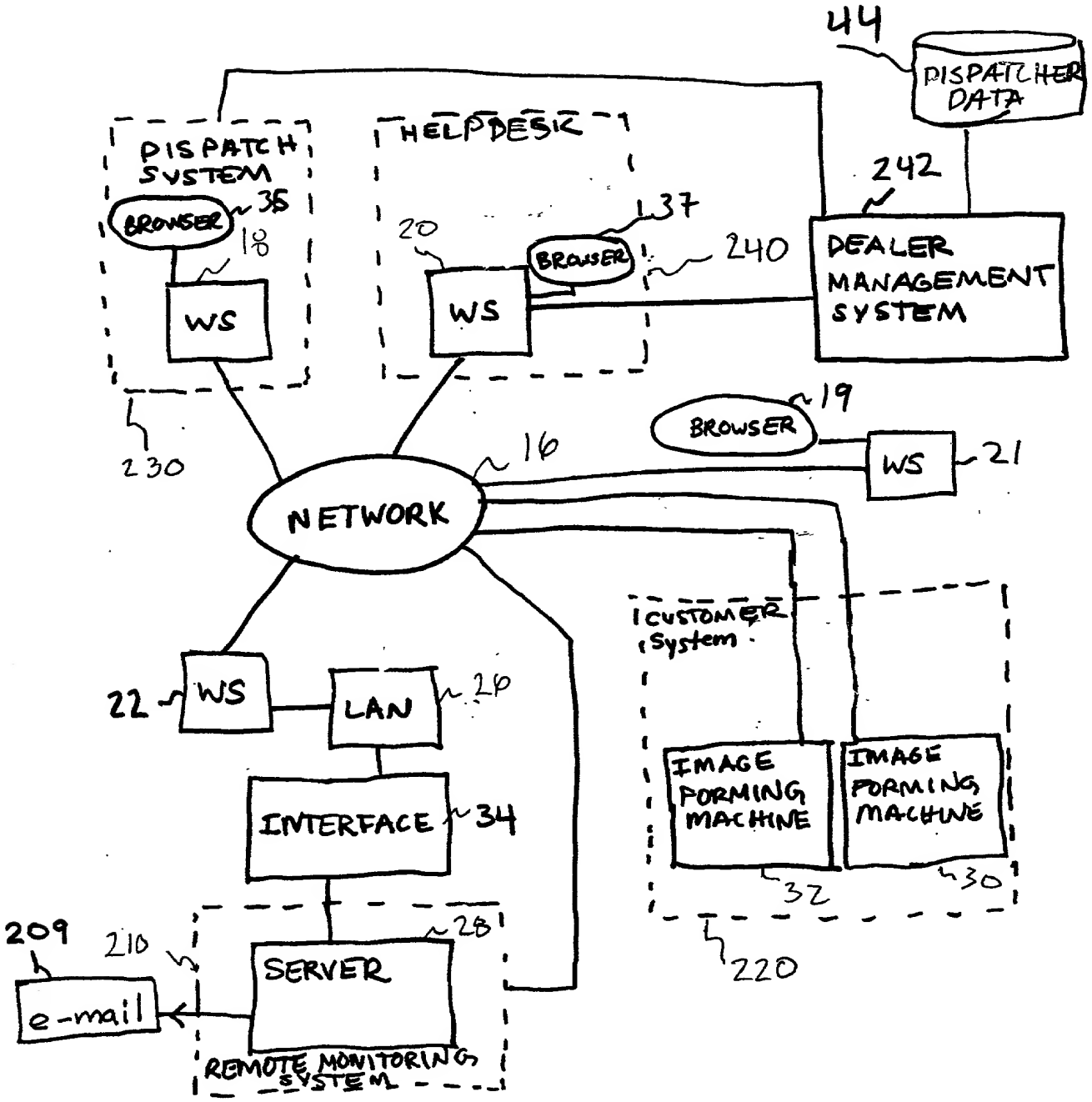

44
DISPATCHER DATA
242
DISPATCH SYSTEM
BROWSER
35
18
WS
230
HELPDESK
20
137
BROWSER
240
WS
DEALER MANAGEMENT SYSTEM
BROWSER
19
WS
21
16
NETWORK
22
WS
LAN
26
INTERFACE
34
209
210
e-mail
SERVER
28
REMOTE MONITORING SYSTEM
CUSTOMER System
IMAGE FORMING MACHINE
32
IMAGE FORMING MACHINE
30
220

FIG. 3

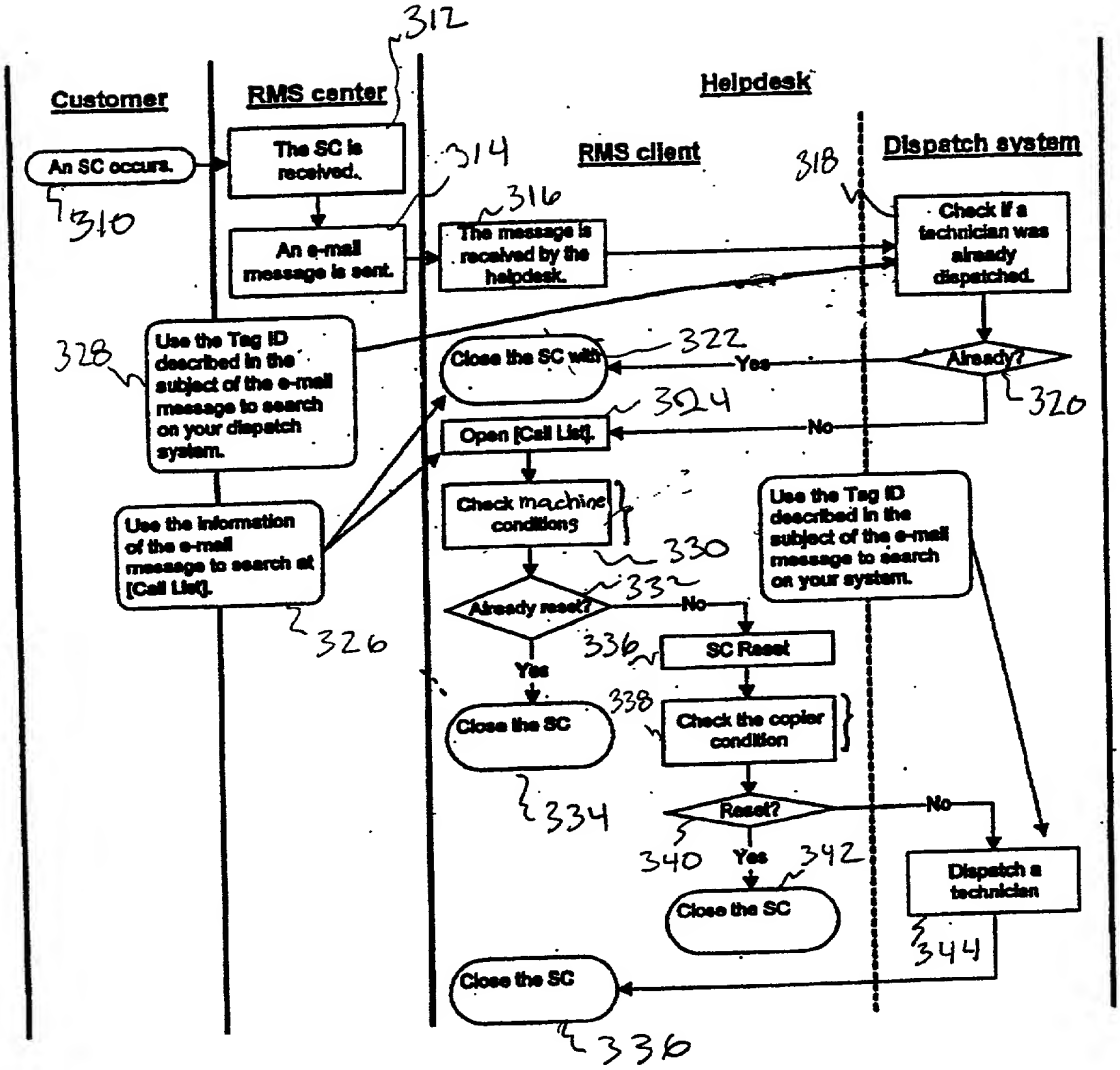

312
Customer
RMS center
Helpdesk
RMS client
Dispatch system
An SC occurs.
310
The SC is received.
314
An e-mail message is sent.
316
The message is received by the helpdesk.
318
Check if a technician was already dispatched.
Already?
320
Yes
No
322
Close the SC with
324
Open [Call List].
328
Use the Tag ID described in the subject of the e-mail message to search on your dispatch system.
Use the information of the e-mail message to search at [Call List].
326
Check machine conditions
330
Use the Tag ID described in the subject of the e-mail message to search on your system.
Already reset?
332
No
Yes
336
SC Reset
Close the SC
334
338
Check the copier condition
Reset?
340
Yes
No
342
Close the SC
Dispatch a technician
344
Close the SC
336

FIG. 4A

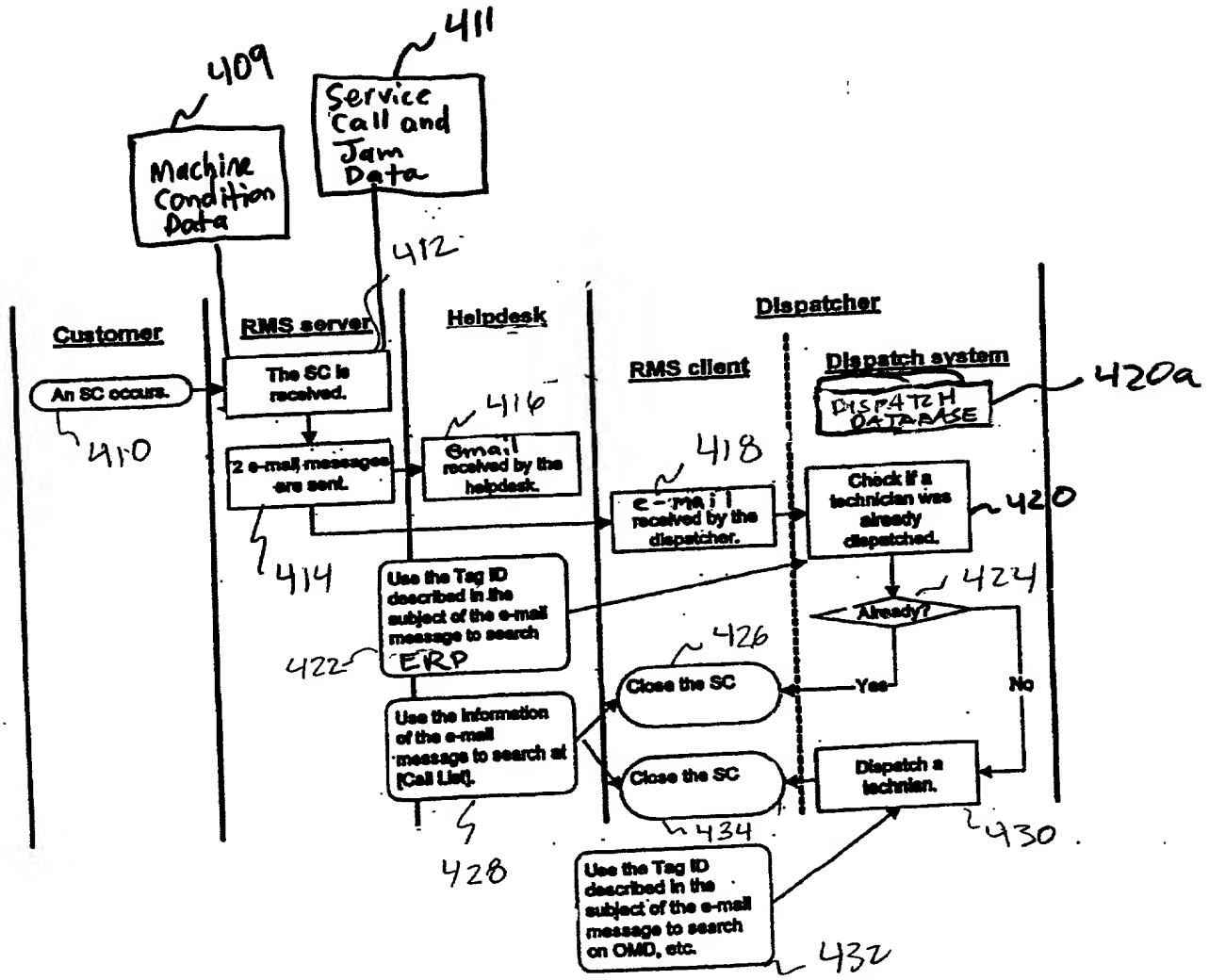

409
Machine Condition Data
411
Service Call and Jam Data
412
Customer
RMS server
Helpdesk
Dispatcher
RMS client
Dispatch system
420a
DISPATCH DATABASE
An SC occurs.
410
The SC is received.
2 e-mail messages are sent.
414
Email received by the helpdesk.
416
e-mail received by the dispatcher.
418
Check if a technician was already dispatched.
420
Already?
424
Yes
No
Use the Tag ID described in the subject of the e-mail message to search ERP
422
Use the information of the e-mail message to search at [Call List].
428
Close the SC
426
Close the SC
434
Dispatch a technician.
430
Use the Tag ID described in the subject of the e-mail message to search on OMD, etc.
432

FIG. 4B

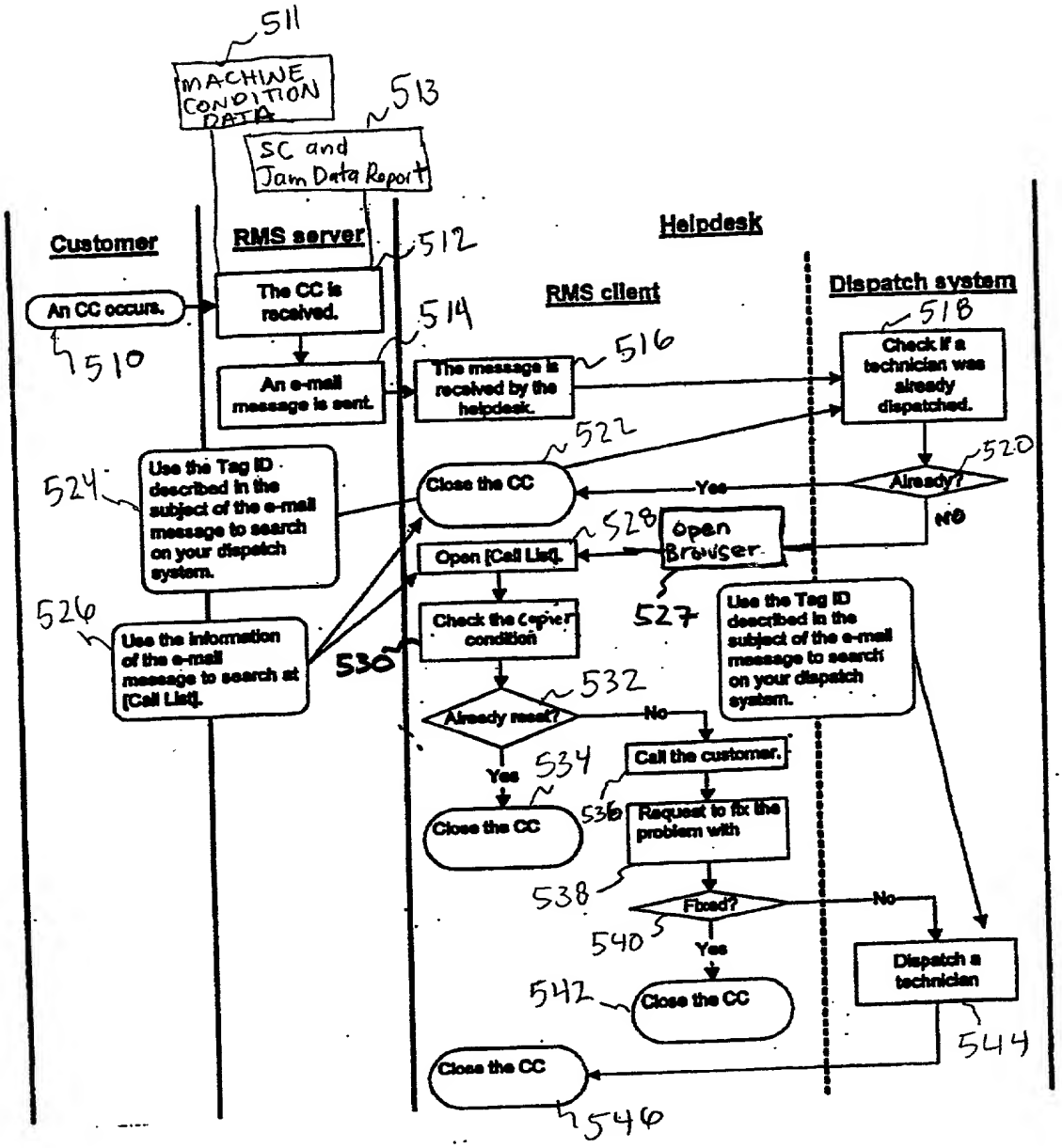

511
MACHINE CONDITION DATA
513
SC and Jam Data Report
Customer
RMS server
512
Helpdesk
RMS client
Dispatch system
An CC occurs.
510
The CC is received.
514
An e-mail message is sent.
The message is received by the helpdesk.
516
518
Check if a technician was already dispatched.
522
520
Already?
Yes
No
524
Use the Tag ID described in the subject of the e-mail message to search on your dispatch system.
Close the CC
528
Open Browser
Open [Call List]
526
Use the information of the e-mail message to search at [Call List].
Check the Copier condition
530
527
Use the Tag ID described in the subject of the e-mail message to search on your dispatch system.
532
Already read?
No
Yes
534
Call the customer.
536
Request to fix the problem with
Close the CC
538
Fixed?
No
540
Yes
Dispatch a technician
542
Close the CC
544
Close the CC
546

FIG. 4C

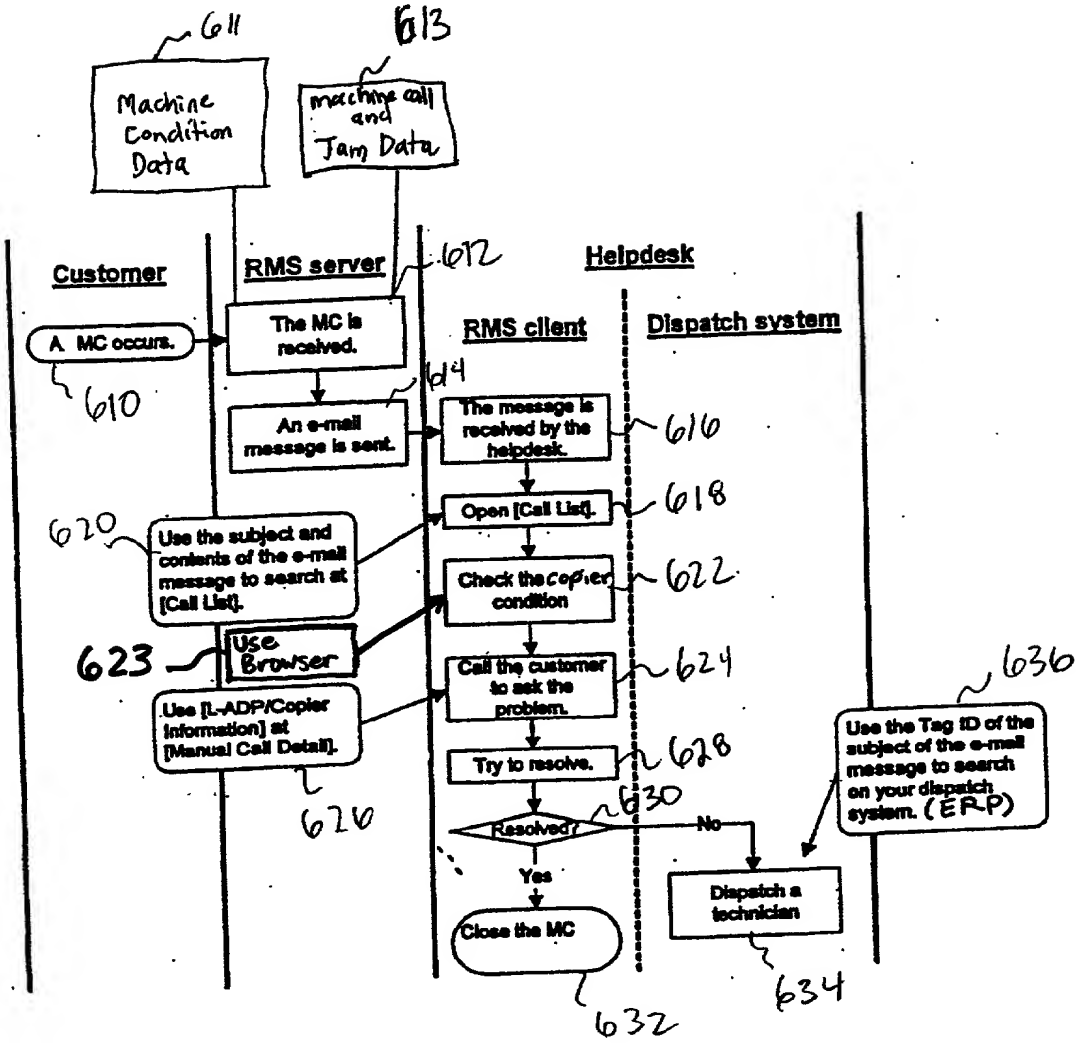

611
613
Machine Condition Data
machine call and Jam Data
Customer
RMS server
612
Helpdesk
RMS client
Dispatch system
A MC occurs.
610
The MC is received.
614
An e-mail message is sent.
The message is received by the helpdesk.
616
Open [Call List].
618
620
Use the subject and contents of the e-mail message to search at [Call List].
Check the copier condition
622
623
Use Browser
Call the customer to ask the problem.
624
Use [L-ADP/Copier Information] at [Manual Call Detail].
626
Try to resolve.
628
630
Resolved?
No
Yes
Close the MC
632
Dispatch a technician
634
636
Use the Tag ID of the subject of the e-mail message to search on your dispatch system. (ERP)

FIG. 4D

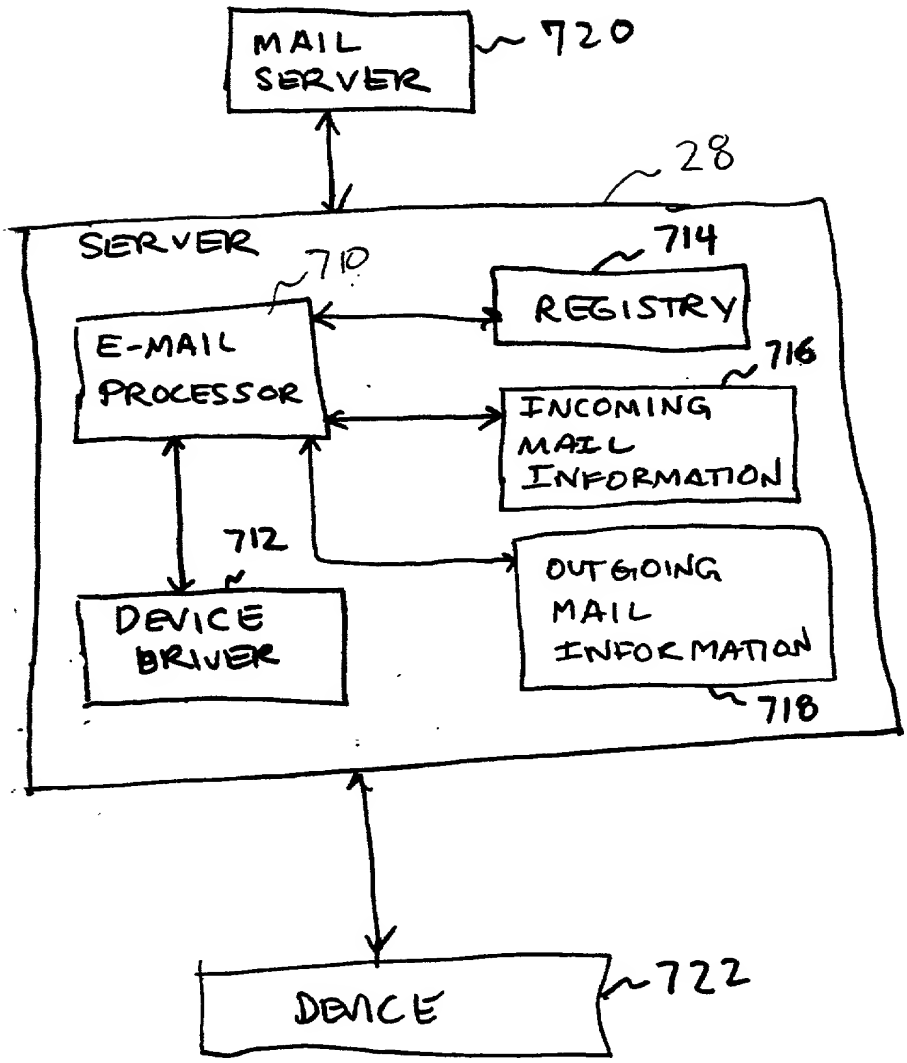

MAIL SERVER
720
28
SERVER
710
714
REGISTRY
E-MAIL PROCESSOR
716
INCOMING MAIL INFORMATION
712
DEVICE DRIVER
OUTGOING MAIL INFORMATION
718
DEVICE
722

FIG. 5A

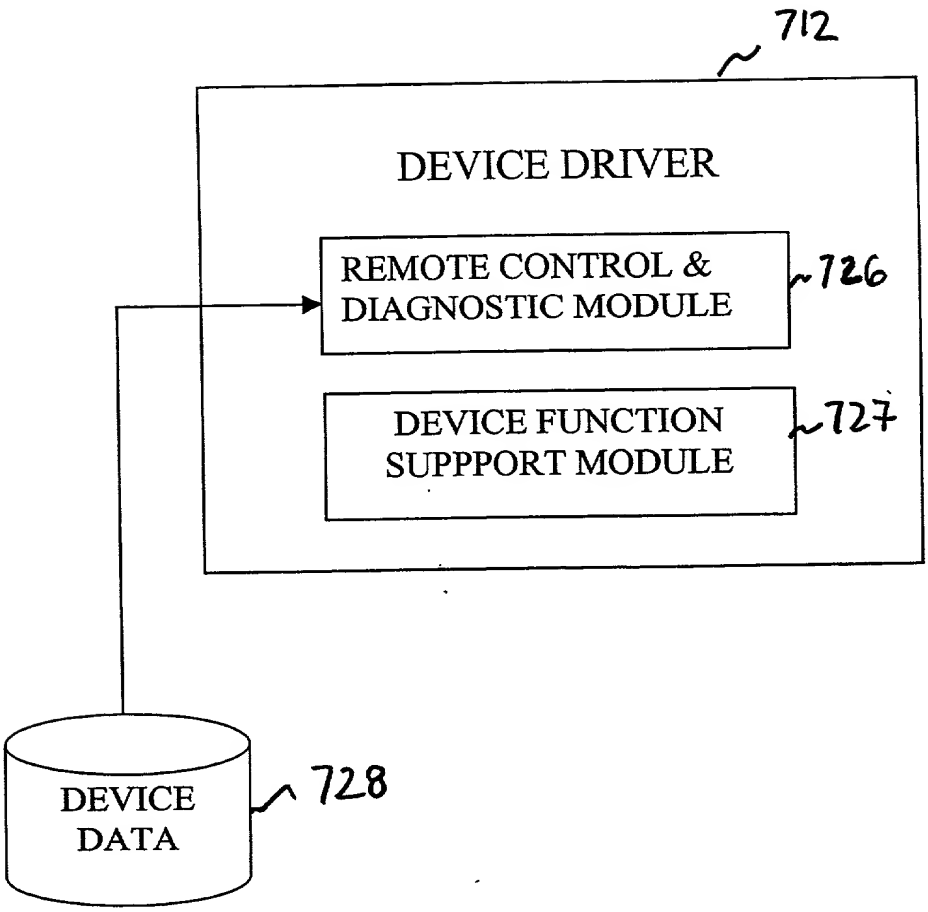

712
DEVICE DRIVER
REMOTE CONTROL & DIAGNOSTIC MODULE
726
DEVICE FUNCTION SUPPPORT MODULE
727
DEVICE DATA
728

FIG. 5B

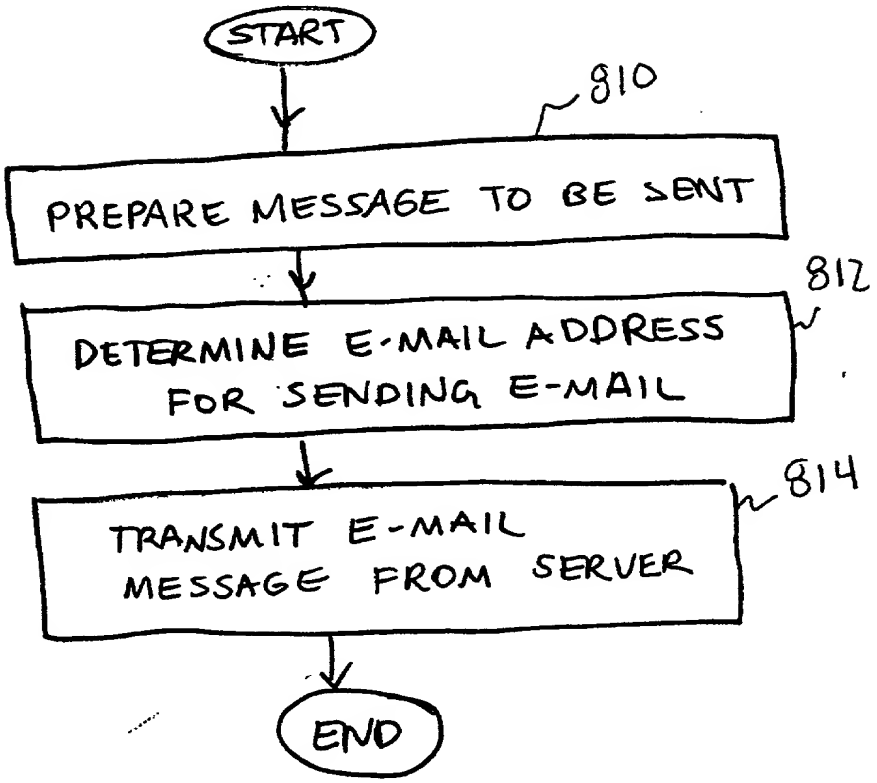

START
810
PREPARE MESSAGE TO BE SENT
812
DETERMINE E-MAIL ADDRESS FOR SENDING E-MAIL
814
TRANSMIT E-MAIL MESSAGE FROM SERVER
END

FIG. 6

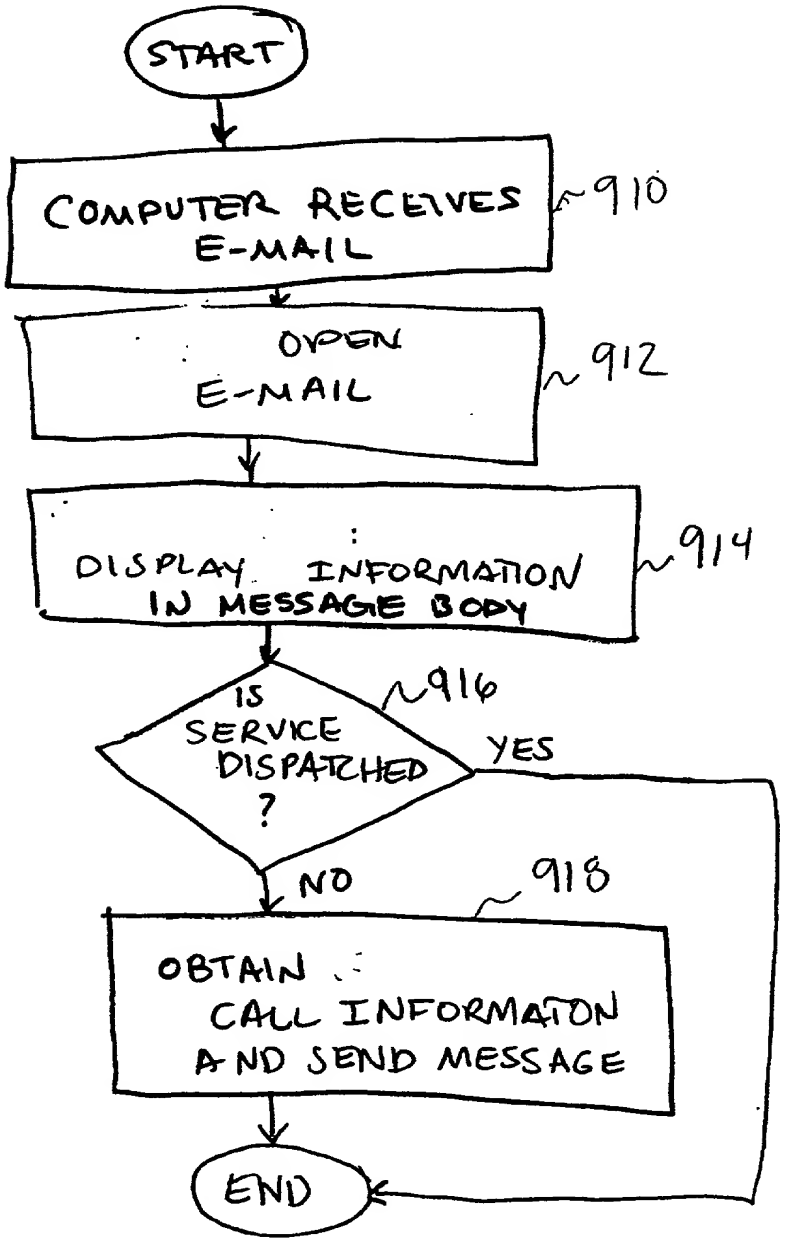

START
COMPUTER RECEIVES E-MAIL
910
OPEN E-MAIL
912
DISPLAY INFORMATION IN MESSAGE BODY
914
IS SERVICE DISPATCHED ?
916
YES
NO
918
OBTAIN CALL INFORMATION AND SEND MESSAGE
END

FIG. 7

950

Address:
helpdesk@metr8.com

1. Subject:
2. Machine call (MC); Received TAG ID#yyyyy
3. Content:
4. Customer name
5. Customer address
6. Customer phone number
7. Model name
8. Copier S/N
9. TAG ID#
10. SC code number
11. Receive date and time

FIG. 8 A

960

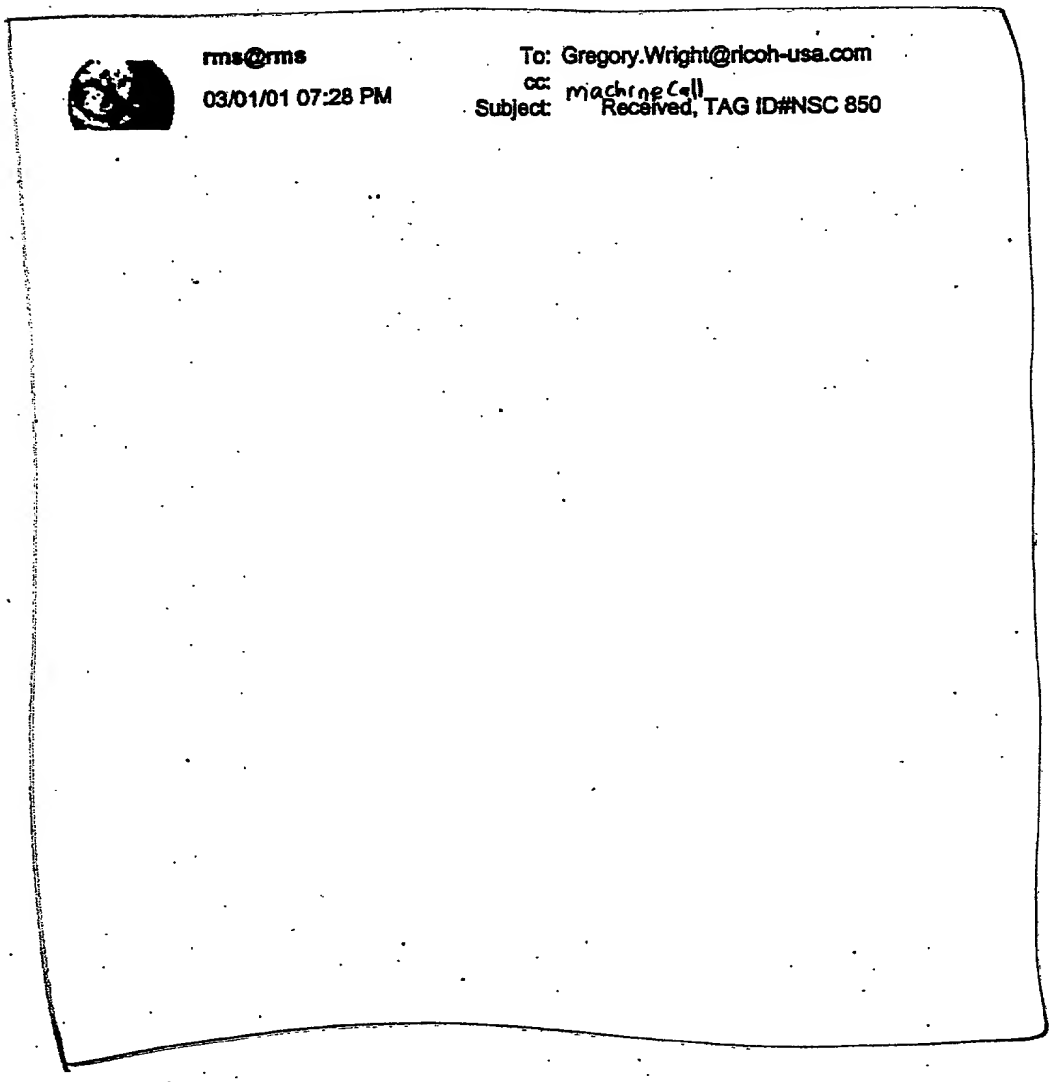


FIG. 8B

PTO/SB/21 - (09-04)
Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

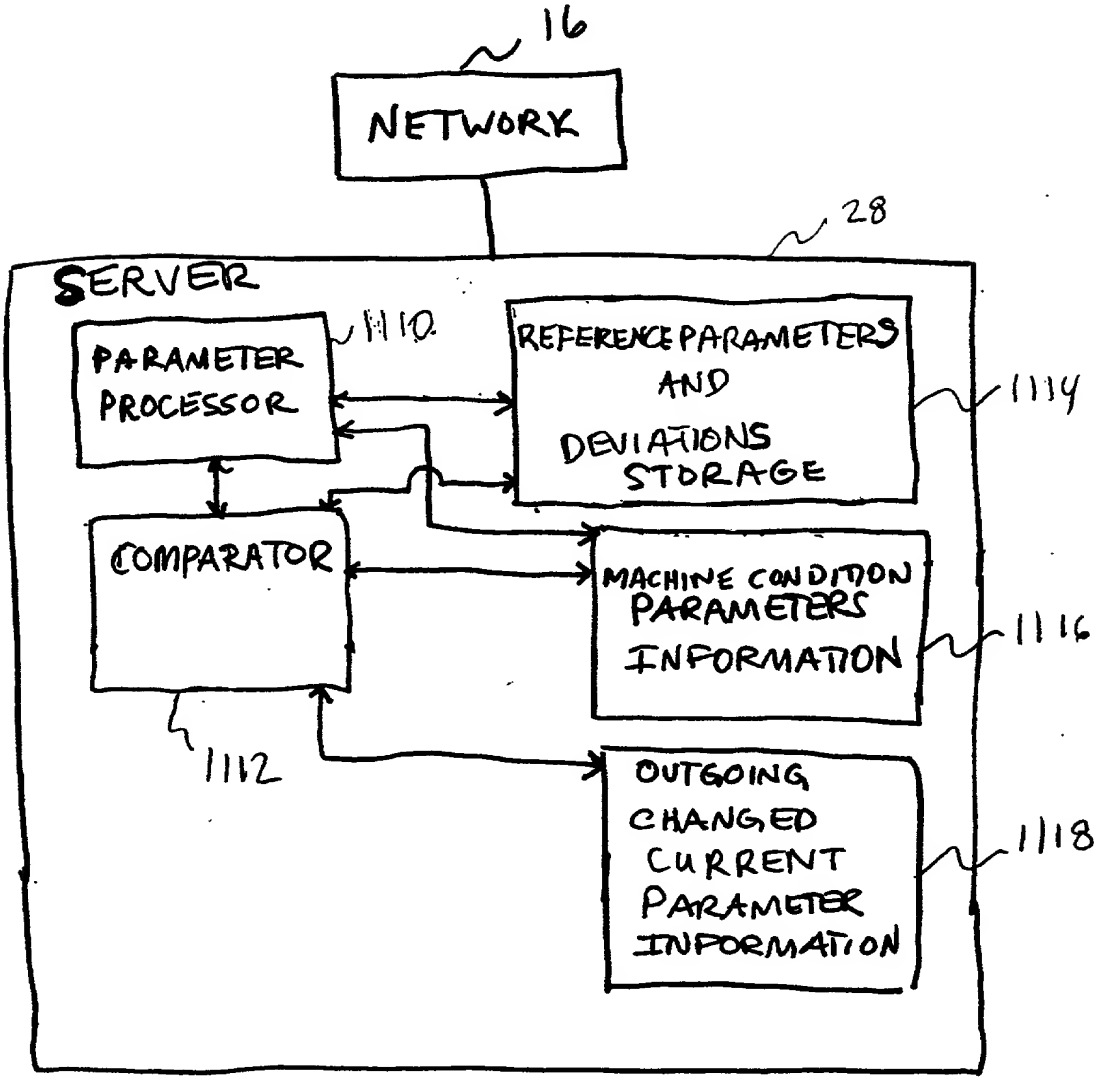

16
NETWORK
28
SERVER
PARAMETER PROCESSOR
1110
REFERENCE PARAMETERS AND DEVIATIONS STORAGE
1114
COMPARATOR
1112
MACHINE CONDITION PARAMETERS INFORMATION
1116
OUTGOING CHANGED CURRENT PARAMETER INFORMATION
1118

FIG. 9

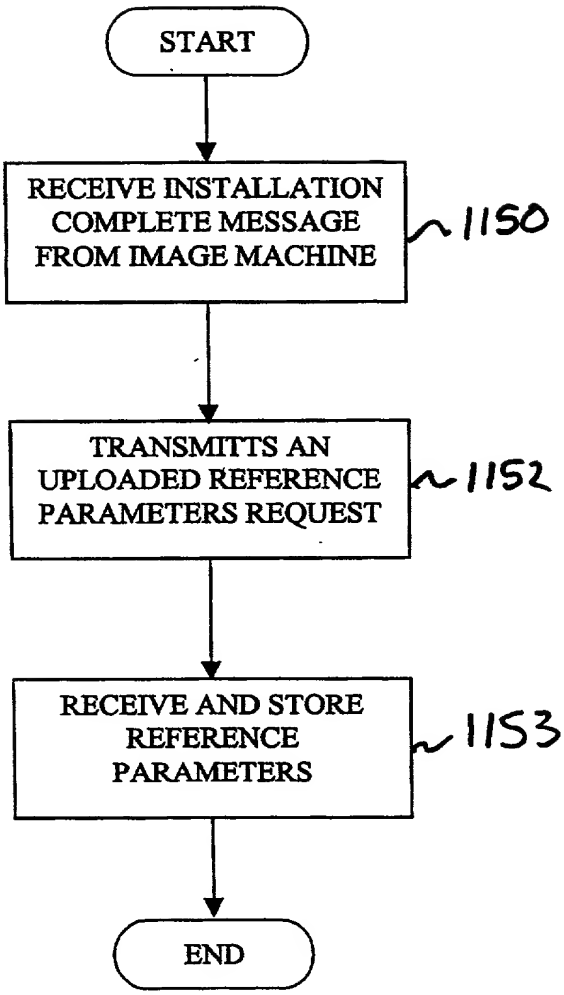

START
RECEIVE INSTALLATION COMPLETE MESSAGE FROM IMAGE MACHINE
1150
TRANSMITTS AN UPLOADED REFERENCE PARAMETERS REQUEST
1152
RECEIVE AND STORE REFERENCE PARAMETERS
1153
END

FIG. 10

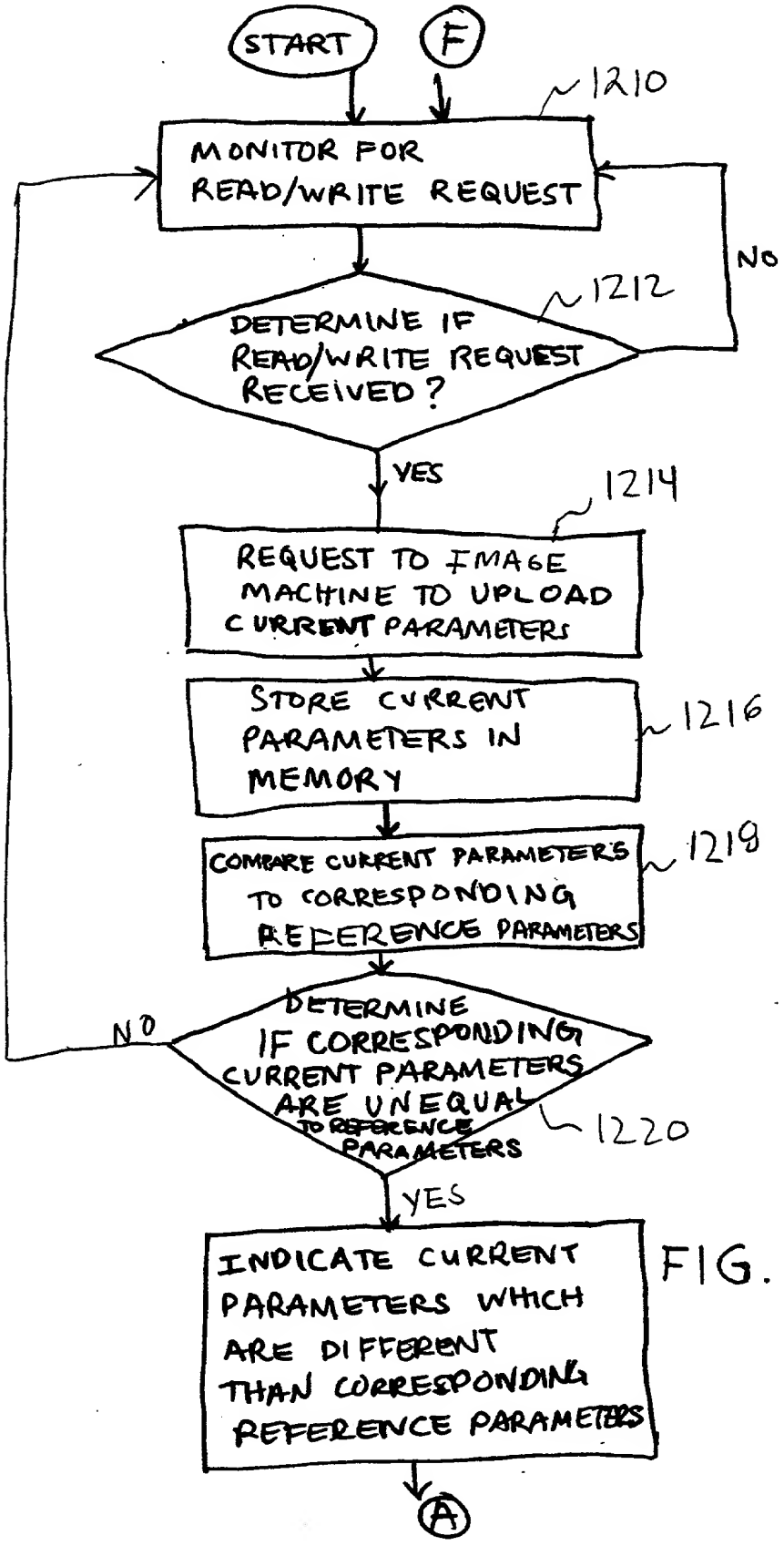

START
F
1210
MONITOR FOR READ/WRITE REQUEST
1212
DETERMINE IF READ/WRITE REQUEST RECEIVED?
NO
YES
1214
REQUEST TO IMAGE MACHINE TO UPLOAD CURRENT PARAMETERS
STORE CURRENT PARAMETERS IN MEMORY
1216
COMPARE CURRENT PARAMETERS TO CORRESPONDING REFERENCE PARAMETERS
1218
DETERMINE IF CORRESPONDING CURRENT PARAMETERS ARE UNEQUAL TO REFERENCE PARAMETERS
1220
NO
YES
INDICATE CURRENT PARAMETERS WHICH ARE DIFFERENT THAN CORRESPONDING REFERENCE PARAMETERS
A

FIG. 11A

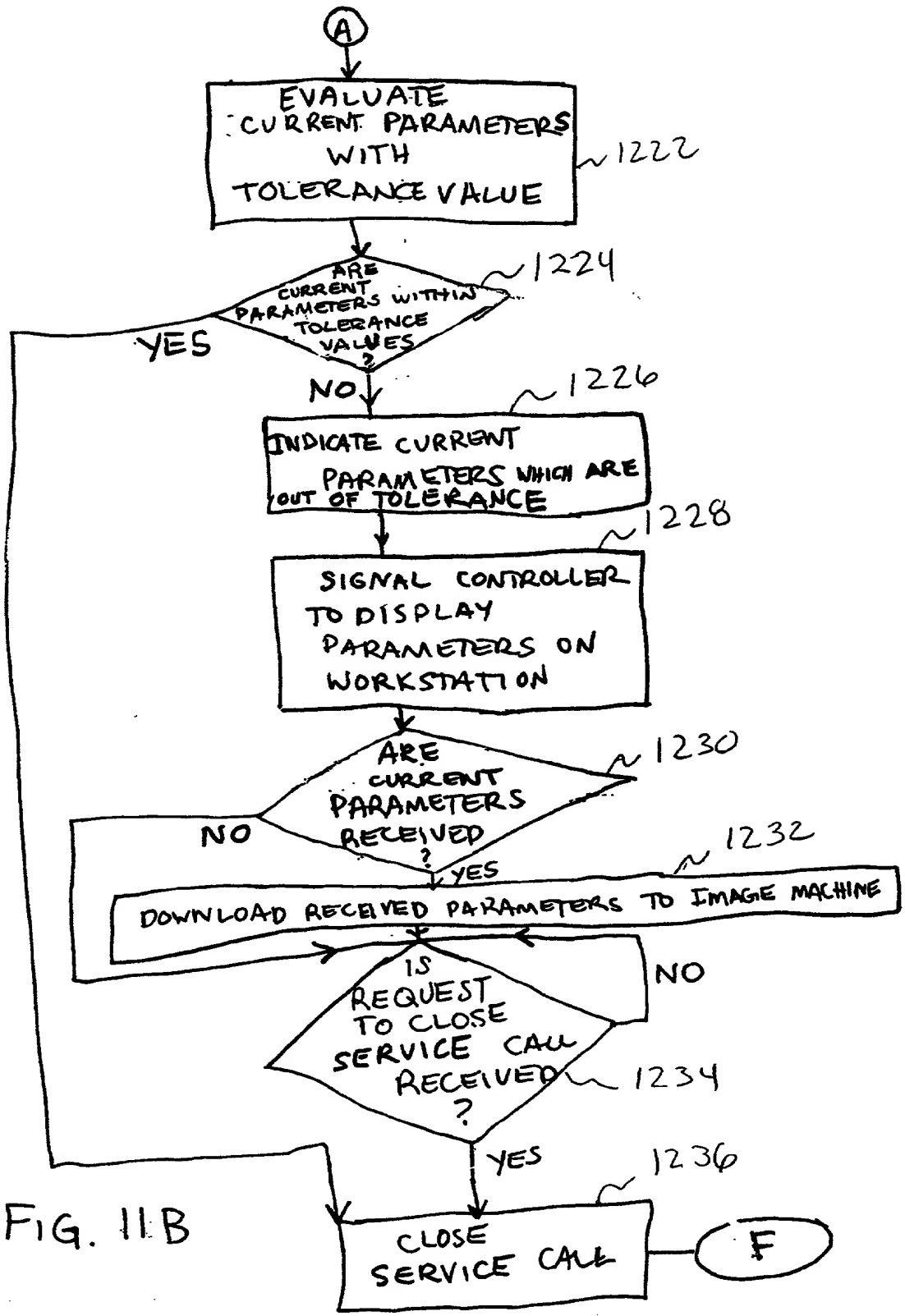

A
EVALUATE CURRENT PARAMETERS WITH TOLERANCE VALUE
1222
ARE CURRENT PARAMETERS WITHIN TOLERANCE VALUES ?
1224
YES
NO
1226
INDICATE CURRENT PARAMETERS WHICH ARE OUT OF TOLERANCE
1228
SIGNAL CONTROLLER TO DISPLAY PARAMETERS ON WORKSTATION
ARE CURRENT PARAMETERS RECEIVED ?
1230
NO
YES
1232
DOWNLOAD RECEIVED PARAMETERS TO IMAGE MACHINE
IS REQUEST TO CLOSE SERVICE CALL RECEIVED ?
NO
1234
YES
1236
CLOSE SERVICE CALL
F

FIG. 11B

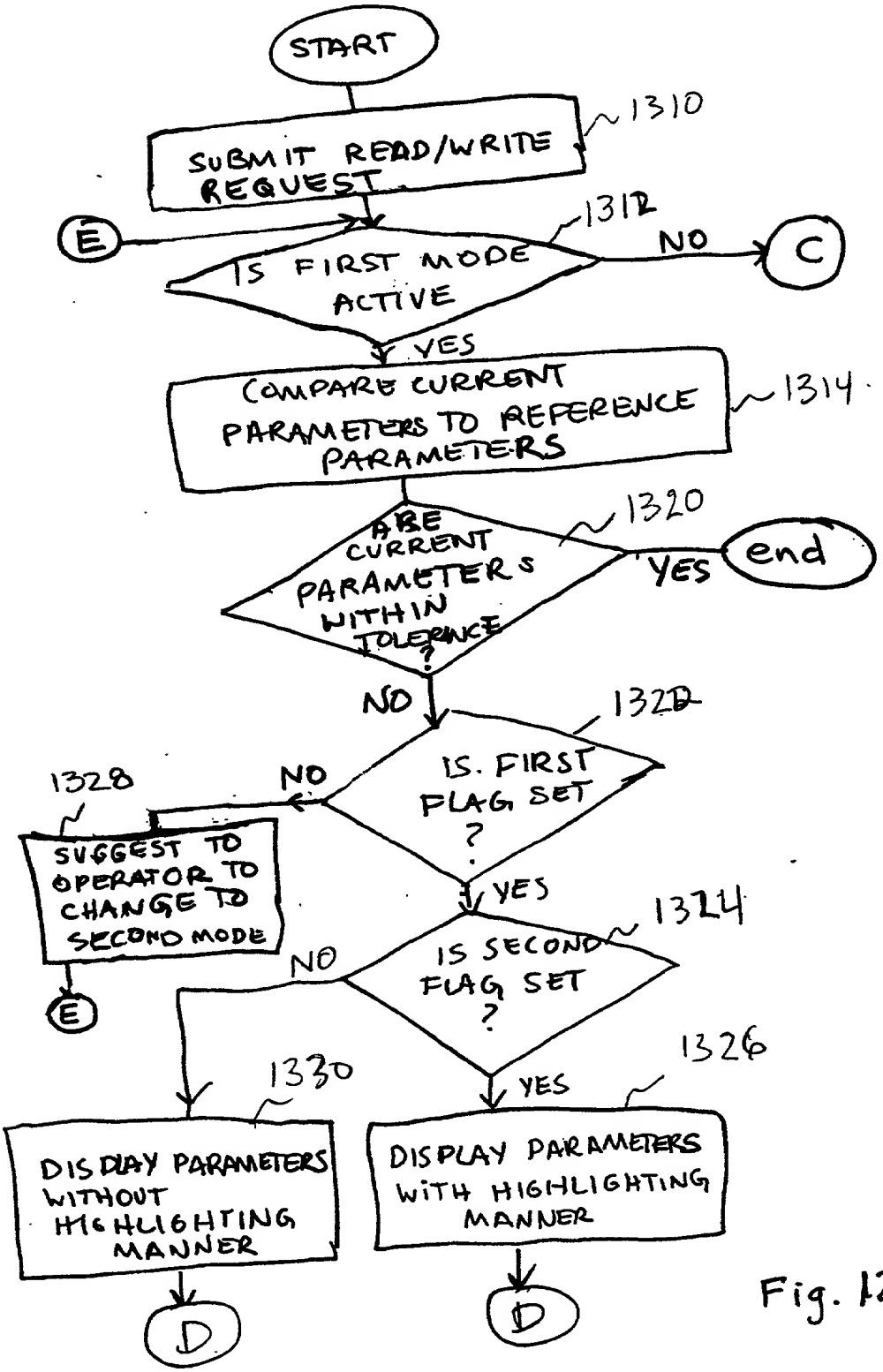

START
SUBMIT READ/WRITE REQUEST
1310
E
IS FIRST MODE ACTIVE
1312
NO
C
YES
COMPARE CURRENT PARAMETERS TO REFERENCE PARAMETERS
1314
ARE CURRENT PARAMETERS WITHIN TOLERANCE?
1320
YES
end
NO
IS FIRST FLAG SET?
1322
NO
1328
SUGGEST TO OPERATOR TO CHANGE TO SECOND MODE
E
YES
IS SECOND FLAG SET?
1324
NO
YES
1326
1330
DISPLAY PARAMETERS WITHOUT HIGHLIGHTING MANNER
DISPLAY PARAMETERS WITH HIGHLIGHTING MANNER
D
D

Fig. 12A

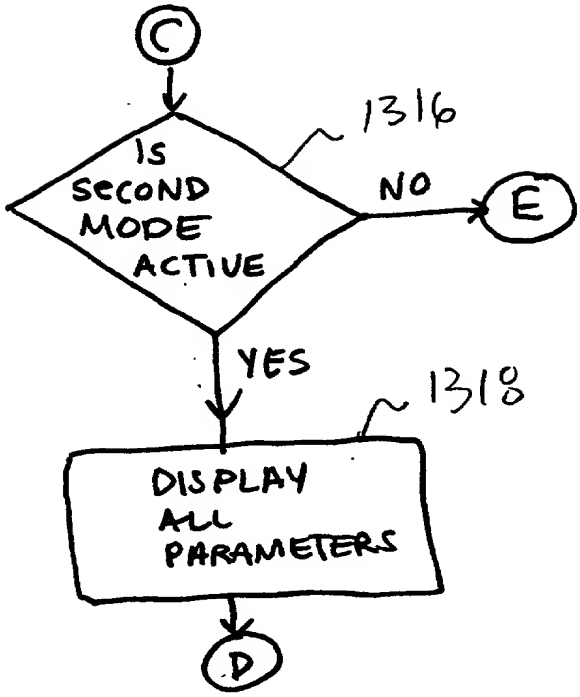

C
1316
IS SECOND MODE ACTIVE
NO
E
YES
1318
DISPLAY ALL PARAMETERS
D

Fig. 12B

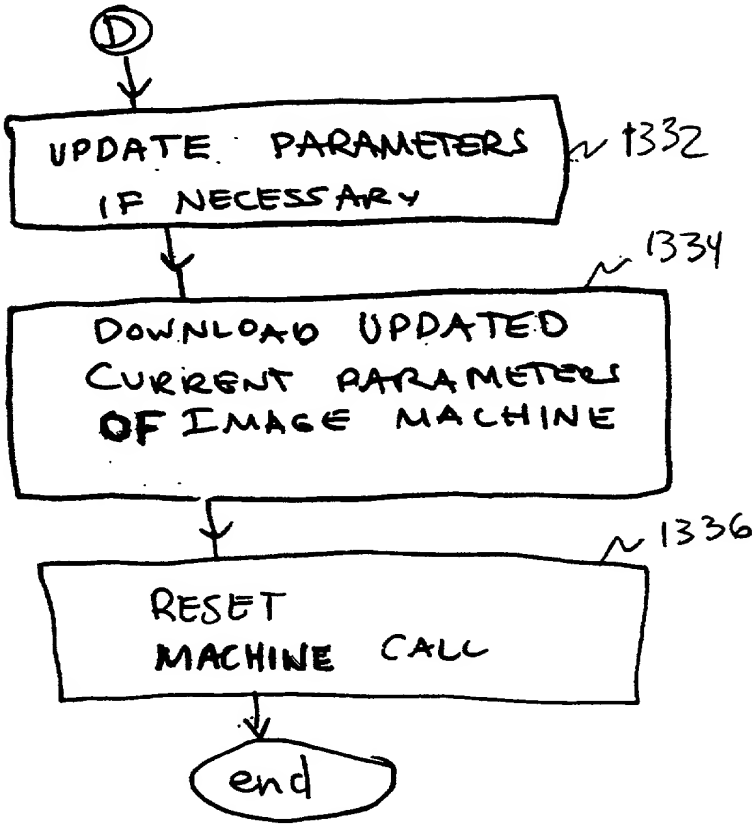

D
UPDATE PARAMETERS IF NECESSARY
1332
DOWNLOAD UPDATED CURRENT PARAMETERS OF IMAGE MACHINE
1334
RESET MACHINE CALL
1336
end

Fig. 12C

TOBOTT "4EC98660

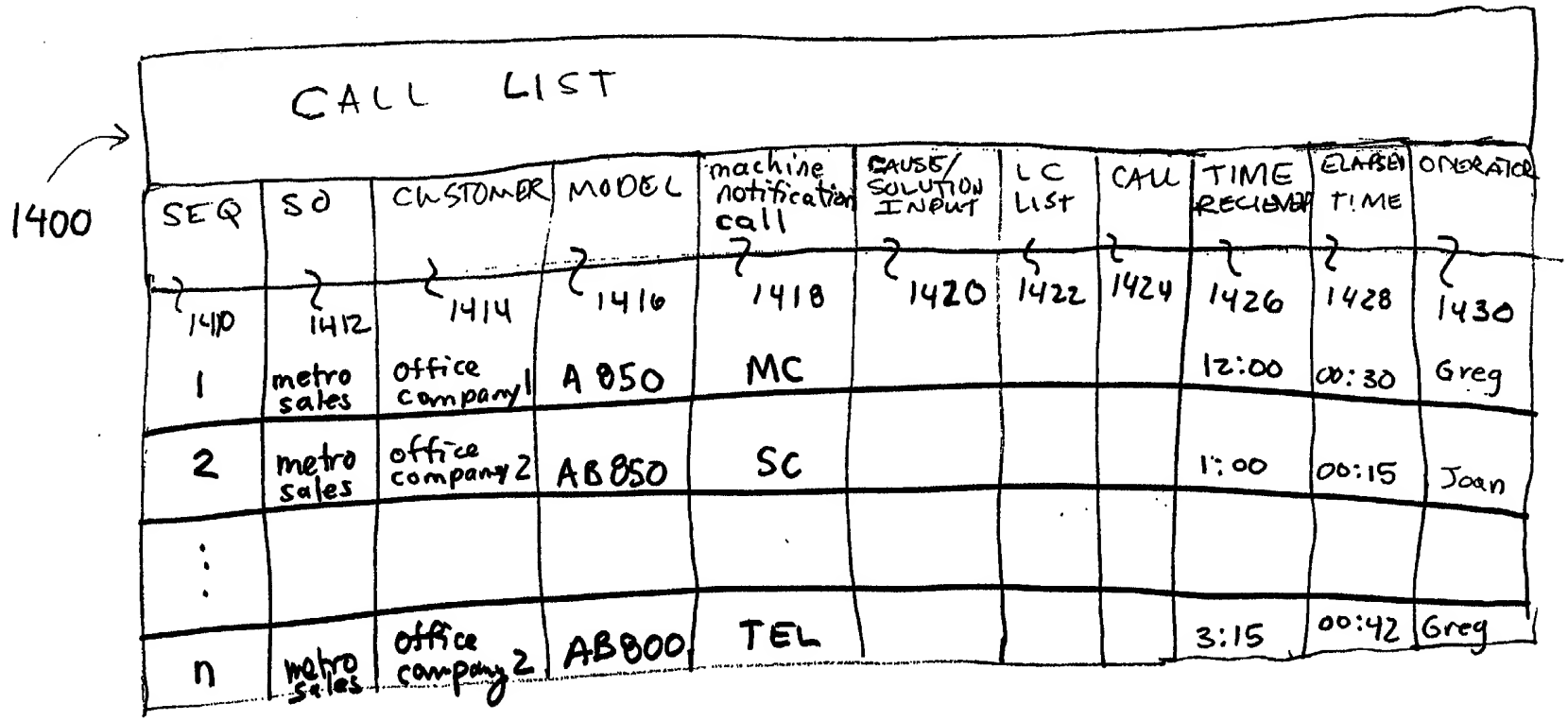


FIG. 13

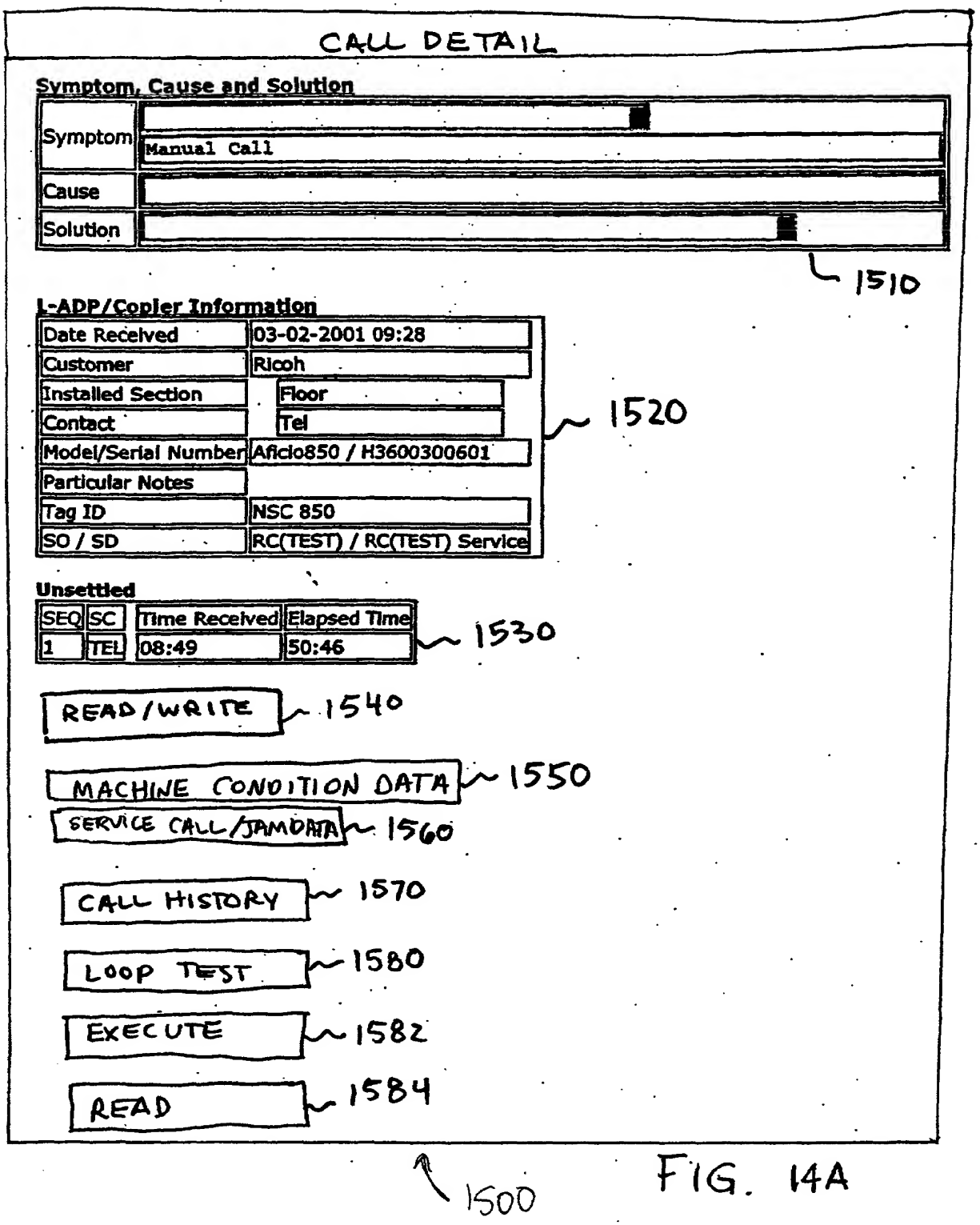

CALL DETAIL
Symptom, Cause and Solution
Symptom
Manual Call
Cause
Solution
1510
L-ADP/Copier Information
Date Received
03-02-2001 09:28
Customer
Ricoh
Installed Section
Floor
Contact
Tel
Model/Serial Number
Aficio850 / H3600300601
Particular Notes
Tag ID
NSC 850
SO / SD
RC(TEST) / RC(TEST) Service
1520
Unsettled
SEQ
SC
Time Received
Elapsed Time
1
TEL
08:49
50:46
1530
READ/WRITE
1540
MACHINE CONDITION DATA
1550
SERVICE CALL/JAMDATA
1560
CALL HISTORY
1570
LOOP TEST
1580
EXECUTE
1582
READ
1584
1500

FIG. 14A

SERVICE CALL AND JAM DATA

1562

L-ADP/Copier Information

Date Received	03-02-2001 09:28	
Customer	Ricoh	
Installed Section	Floor	
Contact	Tel	
Model/Serial Number	Aficio850/ H3600300601	
Particular Notes		
Tag ID	NSC 850	
SO / SD	RC(TEST)/ RC(TEST) Service	

1564

1566

SC and Jam Data

No.	Item	Result
1	Machine Condition	2
2	SC Details	sp_wcom.c LINE:1288 VAL :-13
3	Total Paper Jams	0057
4	Total P.Jams by Tray 1	0002
5	Total P.Jams by Tray 2	0004
6	Total P.Jams by LCT(Tray 3)	0001
7	Total P.Jams by LCT Exit	0002
8	Total P.Jams by Registration	0006
9	Total P.Jams by Exit	0005
10	Total Original Jams	0079
11	Total P.Jams by Dup.Entrance	0005
12	Total P.Jams by Dup.Trans.3	0001
13	Total P.Jams by Inverter	0006
14	Total P.Jams by Fin.Entrance	0005
15	Total P.Jams by Fin. Exit	0001
16	Total P.Jams by Fin.Shift T	0006
17	Total P.Jams by Fin.Staple 1	0005
18	Total P.Jams by Fin.Staple 2	0007
19	Total P.Jams by Fin.Staple 3	0001
20	Total Orig'l Jams:ADF Feed	0070
21	Total Orig'l Jams:ADF Exit	0009
22	Total P.Jams by LT(S)	0048
23	Total P.Jams by Other Size	0002
24	Total P.Jams by DLT	0002
25	Total P.Jams by LG	0001
26	Total P.Jams by LT(L)	0004
27	P.Jams History:Latest 0	232632616
28	P.Jams History:Latest 1	232630278
29	P.Jams History:Latest 2	282630277

FIG. 14B

READ/WRITE IMAGE MACHINE DATA

L-ADP/Copier Information ~1610

Date Received	02-27 -2001 10:27
Customer	Ricoh
Installed Section	Floor
Contact	Tel
Model/Serial Number	Aficio850/ H3600300601
Particular Notes	
Tag ID	NSC 850
SO / SD	RC(TEST)/ RC(TEST) Service

Read/Write Items ~1620a

No.	Item	Standard	Tolerance	reference parameter	current parameter	New
1	L.Edge Regist. Adj.PT:1001-1	+00	-90 - +90	0.1	0.5	
2	L.Edge Regist. Adj.DT:1001-2	+00	-90 - +90	0	0	
3	S-to-S Regist. Adj.T1:1002-1	-15	-90 - +90	-3.9	-3.9	
4	S-to-S Regist. Adj.T2:1002-2	-15	-90 - +90	-2.7	-5	
5	S-to-S Regist. Adj.T3:1002-3	-15	-90 - +90	-3		
6	S-to-S Regist. Adj.T4:1002-4	-25	-90 - +90	-2		
7	S-to-S Regist. Adj.T5:1002-5	-25	-90 - +90	-2		
8	S-to-S Regist. Adj.T6:1002-6	-25	-90 - +90	-1.5		
9	S-to-S Regist. Adj.DT:1002-7	-30	-90 - +90	-3.7		
10	FusingTemp.Adj.Stndby:1105-1	173~~/178~~	168 - 178	173	179	

1600

FIG. 15A

16206

11	C FusingTemp.Adj.	015	000 - 020	015	-5	
12	C FusingTemp.Adj.A4/LT :1105-4	010	000 - 020	+10	15	
13	C Web M.Cont'l Disp/Adj:1902-1	0	000 - 102	102		
14	C C.Corona Bals Adj. IA:2001-1	1000	0600 - 1300	1000		
15	C C.Corona Bals Adj. ID:2001-2	800	0600 - 1300	0800		
16	C Erase Mgn Adj.L-Edge :2101-1	25	00 - 90	0.25		
17	C Erase Mgn Adj.T-Edge :2101-2	25	00 - 90	0.23		
18	C Erase Mgn Adj.Left :2101-3	20	00 - 90	0.2		
19	C Erase Mgn Adj.Right :2101-4	20	00 - 90	0.27		
20	C Development Bias Adj.:2201-1	530	200 - 700	620		
21	C Toner Supply Mode Set:2208-1	0	0 - 1	0		
22	C Toner Supply Rate Set:2209-1	0800/1k	0100 - 2000	0800		
23	C Vref Manual Setting :2220	250	160 - 350	203		
24	C T.Current Adj.1stSide:2301-1	120/140	010 - 200	140		
25	C T.Current Adj.Thick :2301-2	120/140	010 - 200	120		
26	C T.Current Adj.OHP :2301-3	140/140	010 - 200	140		

Fig 15 B

1620C

27	C T.Current Adj.Transp.:2301-4	120/140	010 - 200	140	
28	C T.Current Adj.2ndSide:2301-5	120/140	010 - 200	120	
29	C T.Current Adj.Bet.P :2301-6	20	010 - 200	020	
30	C Cleaning Interval Set:2506-1	1	0 - 1	1	
31	C Cleaning Interval Adj:2506-2	030	001 - 100	030	
32	C Vcount Manual Setting:2906	097	040 - 240	0.96	
33	C ID Sensor Initial Set:3001-1	62	000 - 255	061	
34	C Scan.Sub Scan Mag. Adj.:4008	+0	-9 - +9	0	
35	C Scan.L-Edge Regist. Adj:4010	+00	-90 - +90	-0.7	
36	C Scan.S-to-S Regist. Adj:4011	+00	-60 - +60	-0.6	
37	C SBU Set:4902-25(Factory Use)	117	000 - 255	143	
38	C Paper Tray Priority Set(UT)	1	1 - 6	1	
39	C A.P.S. Priority Setting(UT)	0	0 - 1	0	
40	C A.I.D. Priority Setting(UT)	0	0 - 1	0	
41	C Panel Tone on/off Set(UT)	2	0 - 3	2	
42	C Preset R/E Ratio Key1 (UT)	025	025 - 400	025	

FIG.15C

1620D

43	Preset R/E Retio Key2 (UT)	050	025 - 400	050	
44	Preset R/E Retio Key3 (UT)	065	025 - 400	065	
45	Preset R/E Retio Key4 (UT)	073	025 - 400	073	
46	Preset R/E Retio Key5 (UT)	078	025 - 400	078	
47	Preset R/E Retio Key6 (UT)	085	025 - 400	085	
48	Preset R/E Retio Key7 (UT)	093	025 - 400	093	
49	Preset R/E Retio Key8 (UT)	121	025 - 400	121	
50	Preset R/E Retio Key9 (UT)	129	025 - 400	129	
51	Preset R/E Retio Key10 (UT)	155	025 - 400	155	
52	Preset R/E Retio Key11 (UT)	200	025 - 400	200	
53	Preset R/E Retio Key12 (UT)	400	025 - 400	400	
54	Copy Count up/down Set(UT)	0	0 - 1	0	
55	Tray 1:Paper Type Set (UT)	0	0 - 2	0	
56	Tray 2:Paper Type Set (UT)	0	0 - 4	0	
57	Tray 3:Paper Type Set (UT)	0	0 - 4	0	
58	Tray 4:Paper Type Set (UT)	0	0 - 7	0	

FIG 15D

1620E

59	C Tray 5:Paper Type Set (UT)	0	0 - 7	0
60	C Tray 6:Paper Type Set (UT)	0	0 - 4	0
61	C Max.Copy Quantity Set(UT)	9999	0001 - 9999	9999
62	C Tray 1:Paper Size Set (UT)	005	000 - 255	038
63	C Tray 2:Paper Size Set (UT)	005	000 - 255	166
64	C Tray 3:Paper Size Set (UT)	005	000 - 255	160
65	C Tray 6:Paper Size Set (UT)	005	000 - 255	038
66	C System Reset Timer Set(UT)	060	000 - 999	060
67	C Copy Reset Timer Set(UT)	060	000 - 999	060
68	C Panel Off Timer Setting(UT)	060	000 - 999	999
69	C Auto Tray Switching Set(UT)	0	0 - 2	0
70	C A3/DLT Double Count Set:5104	0	0 - 1	0
71	C Border Erase Width Set(UT)	03	01 - 20	04
72	C Combine Orig.Shadow Erase	0	0 - 1	0
73	C Center Erase width Set(UT)	03	01 - 20	04
74	C 1-2Dup.Auto Margin Adj.Set	0	0 - 1	1

FIG. 15E

1620F

75	C Disable Copying:SP5118	0	0 - 1	0
76	C Date/Time Set(y;m;d;h;m;w)		******* - *******	2001022711332
77	C SetWeeklyTimer:SUN:ON (h;m)	9999	0000 - 9999	9999
78	C SetWeeklyTimer:SUN:OFF (h;m)	9999	0000 - 9999	9999
79	C SetWeeklyTimer:MON:ON (h;m)	9999	0000 - 9999	9999
80	C SetWeeklyTimer:MON:OFF (h;m)	9999	0000 - 9999	9999
81	C SetWeeklyTimer:TUE:ON (h;m)	9999	0000 - 9999	9999
82	C SetWeeklyTimer:TUE:OFF (h;m)	9999	0000 - 9999	9999
83	C SetWeeklyTimer:WED:ON (h;m)	9999	0000 - 9999	9999
84	C SetWeeklyTimer:WED:OFF (h;m)	9999	0000 - 9999	9999
85	C SetWeeklyTimer:THU:ON (h;m)	9999	0000 - 9999	9999
86	C SetWeeklyTimer:THU:OFF (h;m)	9999	0000 - 9999	9999
87	C SetWeeklyTimer:FRI:ON(h;m)	9999	0000 - 9999	9999
88	C SetWeeklyTimer:FRI:OFF (h;m)	9999	0000 - 9999	9999
89	C SetWeeklyTimer:FRI:ON(h;m)	9999	0000 - 9999	9999
90	C SetWeeklyTimer:FRI:OFF (h;m)	9999	0000 - 9999	9999

FIG. 15F

1620G

91	Key Op.Code Setting(UT)		******* - *******		
92	Auto Off On/Off Set(SP)	0	0 - 1	0	
93	Auto Off Timer Setting(UT)	90	001 - 240	240	
94	C:User Code On/Off Set(UT)	0	0 - 1	0	
95	C:Key Counter On/Off Set(UT)	0	0 - 1	0	
96	Not Used	0	0 - 1	0	
97	P:User Code On/Off Set(UT)	0	0 - 1	0	
98	P:Key Counter On/Off Set(UT)	0	0 - 1	0	
99	Not Used	0	0 - 1	0	
100	PM Alarm Interval Set:5501	0	000 - 999	000	
101	Jam Alarm Level Set:5504-1	3	0 - 3	3	
102	SC Alarm Level Set:5505	30	000 - 255	030	
103	Not Used (Consumable Alarm)	0	******* - *******	0	
104	Not Used (Consumable Alarm)	0	******* - *******	0	
105	Not Used (Consumable Alarm)	0	******* - *******	0	
106	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	

FIG 15G

1620H

107	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
108	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
109	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
110	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
111	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
112	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
113	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
114	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
115	Not Used (Consumable Alarm)	01000	00250 - 10000	01000	
116	CC201/202 On/Off Setting	1	******* - *******	1	
117	PM Call Interval:Copy:5513-1	0300	0001 - 9999	0300	
118	PM Call Interval:ADF:5513-2	0300	0001 - 9999	0300	
119	PM Call Setting:Copy:5514-1	1	******* - *******	1	
120	PM Call Setting:ADF:5514-2	0	******* - *******	0	
121	S/N for Display Setting:5811		******* - *******	H3600300601	
122	ID2 Code:5811-3		******* - *******	H36 00300601	

FIG. 15H

1620I

123	C Service Phone Number:5812-1		******* - *******	00-0000-0000	
124	C Not Used (Consumable Alarm)	0	******* - *******	0	
125	C Not Used (Consumable Alarm)	0	******* - *******	0	
126	C Not Used (Consumable Alarm)	0	******* - *******	0	
127	C Not Used (Consumable Alarm)	0	******* - *******	0	
128	C Not Used (Consumable Alarm)	0	******* - *******	0	
129	C Not Used (Consumable Alarm)	0	******* - *******	0	
130	C SADF Auto Reset Timer(UT)	10	03 - 99	10	
131	C Staple Position Adj.:SP6105	+00	-35 - +35	0	
132	C Total Counter		0000000 - 9999999	0231033	
133	C Not Used (GPC Counter)		0000000 - 9999999	0035303	

FIG 15 I

MACHINE CONDITION DATA

L-ADP/Copier Information

Date Received	03-02-2001 09:28	
Customer	Ricoh	
Installed Section	Floor	
Contact	Tel	
Model/Serial Number	Aficio850/ H3600300601	~1720
Particular Notes		
Tag ID	NSC 850	
SO / SD	RC(TEST)/ RC(TEST) Service	

State Info,

No.	Item	Result	
1	Paper End:P.LCT(Tray 3)	1	
2	Machine Condition	2	
3	SC Details	sp_wcom.c LINE:1288 VAL :-13	
4	Paper Size:Tray 1	26	
5	Paper Size:Tray 2	A4	
6	Paper Size:Tray 3	A0	~1730
7	Paper Size:LCT(Tray 1)	26	
8	Paper Size:LCT(Tray 2)	26	
9	Paper Size:LCT(Tray 3)	26	
10	Configuration:ADF	2	
11	Configuration:Finisher	1	
12	Configuration:Printer Kit	1	
13	Configuration:Scanner Kit	1	
14	Configuration:LCT	1	

Jam History

No.	Item	Result	
1	Total Paper Jams	0057	
2	Total P.Jams by Tray 1	0002	
3	Total P.Jams by Tray 2	0004	
4	Total P.Jams by LCT(Tray 3)	0001	~1740A
5	Total P.Jams by LCT Exit	0002	
6	Total P.Jams by Registration	0006	
7	Total P.Jams by Exit	0005	
8	Total Original Jams	0079	
9	Total P.Jams by Dup.Entrance	0005	
10	Total P.Jams by Dup.Trans.3	0001	
11	Total P.Jams by Inverter	0006	
12	Total P.Jams by Fin.Entrance	0005	

FIG. 16A

13	Total P.Jams by Fin. Exit	0001
14	Total P.Jams by Fin.Shift T	0006
15	Total P.Jams by Fin.Staple 1	0005
16	Total P.Jams by Fin.Staple 2	0007
17	Total P.Jams by Fin.Staple 3	0001
18	Total Orig'l Jams:ADF Feed	0070
19	Total Orig'l Jams:ADF Exit	0009
20	Total P.Jams by LT(S)	0048
21	Total P.Jams by Other Size	0002
22	Total P.Jams by DLT	0002
23	Total P.Jams by LG	0001
24	Total P.Jams by LT(L)	0004
25	P.Jams History:Latest 0	232632616
26	P.Jams History:Latest 1	232630278
27	P.Jams History:Latest 2	282630277
28	P.Jams History:Latest 3	692629913
29	P.Jams History:Latest 4	162629488
30	P.Jams History:Latest 5	282629120
31	P.Jams History:Latest 6	692626033
32	P.Jams History:Latest 7	352625442
33	P.Jams History:Latest 8	290018214
34	P.Jams History:Latest 9	292618213
35	Orig'l Jams History:Latest 0	032636226
36	Orig'l Jams History:Latest 1	032632102
37	Orig'l Jams History:Latest 2	032631464
38	Orig'l Jams History:Latest 3	032626880
39	Orig'l Jams History:Latest 4	040525489
40	Orig'l Jams History:Latest 5	030018781
41	Orig'l Jams History:Latest 6	032618694
42	Orig'l Jams History:Latest 7	032618667
43	Orig'l Jams History:Latest 8	032616667
44	Orig'l Jams History:Latest 9	032605030

1740B

Counters

No.	Item	Result
1	No.of Scans	0038125
2	Total Copy Counter	00236302
3	Total Print Counter	00105878
4	Not Used (GPC)	00035303
5	Not Used (GPC)	00035358
6	Total Copies by Size:LT(S)	0128095

1750A

Fig. 16B

7	Total Copies by Size:Others	0000002
8	Total Copies by Tray 1	0104700
9	Total Copies by Tray 2	0001302
10	Total Copies by Tray 3	0002667
11	Total Copies by Tray 4	0003009
12	Total Copies by Tray 5	0027878
13	Total Copies by Tray 6	0060825
14	Total Copies by Size:A3	0000013
15	Total Copies by Size:DLT	0001484
16	Total Copies by Size:LG	0000700
17	Total Copies by Size:LT(L)	0000043
18	Total ADF Counter	0033657
19	Staple Counter	010689
20	PM Counter:Copy (SP7-617-01)	0237921
21	PM Counter:ADF (SP7-617-02)	0030127
22	PM alarm Counter (SP7-803)	0237
23	:50%~99%	0002950
24	:Full Size	0126539
25	:101%~200%	0000409
26	:201%~400%	0000008
27	:Direct Mag.	0000004
28	:Size Mag.	0000427
29	:Fixed Mag.	0003367
30	T.Copies by Text Mode	0130010
31	T.Copies by Text/Photo Mode	0000002
32	T.Copies by Photo Mode	0000080
33	T.Copies by Generation Mode	0000044
34	T.Copies by Pale Mode	0000201
35	T.Copies by Punch	0002947
36	T.Copies by Sort	0101360
37	T.Copies by Staple	0073731
38	T.Copies by Series	0000200
39	T/C by Multiple Copy :1 to 1	0006293
40	:1 to 2~5	0000923
41	:1 to 6~10	0000757
42	:1 to 11~20	0000130
43	:1 to 21~50	0000080
44	:1 to 51~100	0000026
45	:1 to 101~300	0000011
46	:1 to 300~	0000006
47	T.Copies by Duplex Copy	0037858

1750B

FIG. 16C

48	T.Copies by ADF	0122251
49	T.Copies by 2-side Original	0020899
50	T.Copies by Interrupt	0000360
51	T.Copies by Combine-1side	0000069
52	T.Copies by Combine-2side	0000070
53	T.Copies by Booklet Mode	0000004
54	T.Copies by Magazine Mode	0000010
55	T.Copies by Page Numbering	0000030

1750C

Operation Time

No.	Item	Result
1	Operation Time(Min.)	0078
2	PM Parts Level:Developer	6
3	(PM):Oil Supply/Cleaning Web	7
4	(PM):Web Cleaning Roller	3
5	(PM):Pressure Roller	3
6	(PM):PR Cleaning Roller	3
7	(PM):HR Stripper	3
8	(PM):Dev. Filter	7
9	(PM):Toner Filter(center)	5
10	(PM):Toner Filter(front)	5
11	(PM):1st Feed Roller	3
12	(PM):1st Pick-up Roller	3
13	(PM):1st Sep. Roller	3
14	(PM):Transfer Belt	5
15	(PM):Trsf Belt C. Blade	5
16	(PM):Dust Filter	7
17	(PM):Cleaning Blade	7
18	(PM):Cleaning Brush	7
19	(PM):Grid Plate	6
20	(PM):Charge Corona Wire	6
21	(PM):Wire Cleaner	6
22	(PM):Cushion C.Corona wire	6
23	(PM):Pick-off Pawls	7
24	(PM):ADF Transport Belt	3
25	(PM):ADFSeparation Roller	3
26	(PM):ADF Feed Belt	3
27	(PM):ADF Pick-up Roller	3
28	(PM):LCT 3rd Feed Roller	2
29	(PM):LCT 3rd Pick-up Roller	2
30	(PM):LCT 3rd Sep. Roller	2

1760A

FIG. 16D

31	(PM):Reserved Area 1	Z
32	(PM):Reserved Area 2	Z
33	(PM):Reserved Area 3	Z

~1760B

SC History

No.	Item	Result
1	Total SC Counter	0021
2	No.of SC310	01
3	No.of SC312	01
4	No.of SC321	01
5	No.of SC352	01
6	No.of SC630	07
7	No.of SC640	03
8	No.of SC643	02
9	No.of SC738	02
10	No.of SC990	03

~1770

Sensor Output, ROM Ver., Etc

No.	Item	Result
1	No. of Registered Program	00
2	Fusing Temperature(C)	174
3	TD Sensor Output:Vt	2.09
4	ID Sensor Output:Vsg	4.05
5	ID Sensor Output:Vsp	0.41
6	APS Sensor Output Display	00000000
7	HDD1 Bad Secter:Total	00
8	HDD1 Bad Secter:Copy	00
9	HDD1 Bad Secter:Printer	00
10	HDD1 Bad Secter:Copy Server	00
11	HDD2 Bad Secter:Total	00
12	HDD2 Bad Secter:Copy	00
13	HDD2 Bad Secter:Printer	00
14	HDD2 Bad Secter:Copy Server	00
15	ROM Version:SICU	A2945604P
16	ROM Version:BCU	A2945264P
17	ROM Version:Concorde(PI)	A2325372C
18	ROM Version:HDC	A2945144
19	ROM Version:Scanner	A2945057C
20	ROM Version:ADF	B3015562D
21	ROM Version:Finisher	B3025103G

~1780A

FIG. 16E

22	Not Used(ROM Version:RMC)	B3275141
23	ROM Version:Printer	

~1780B

Copy Counter by User Code

No.	Item	Result

~1790

Not Used

No.	Item	Result

~1792

Alarm Info.

No.	Item	Result

~1794

SC Info.

No.	Item	Result

~1796

Read/Write Change Info.

No.	Item	Result

~1798

FIG. 16 F

1800

Customer Information

Customer	
Division/Department/Section	
Copier Administration	
Address	
City/State/ZIP/Country	

1810

L-ADP Information

S/N Prefix and Serial Number		A755-
L-ADP Phone Number		
Dialing Info	Dial Type	Tone / Pulse(20pps) / Pulse(10pps)
	Redialing	Register: 9,18007426449 Redial Interval Time: 60 Redial Frequency: 2

1820

Copier0 Information

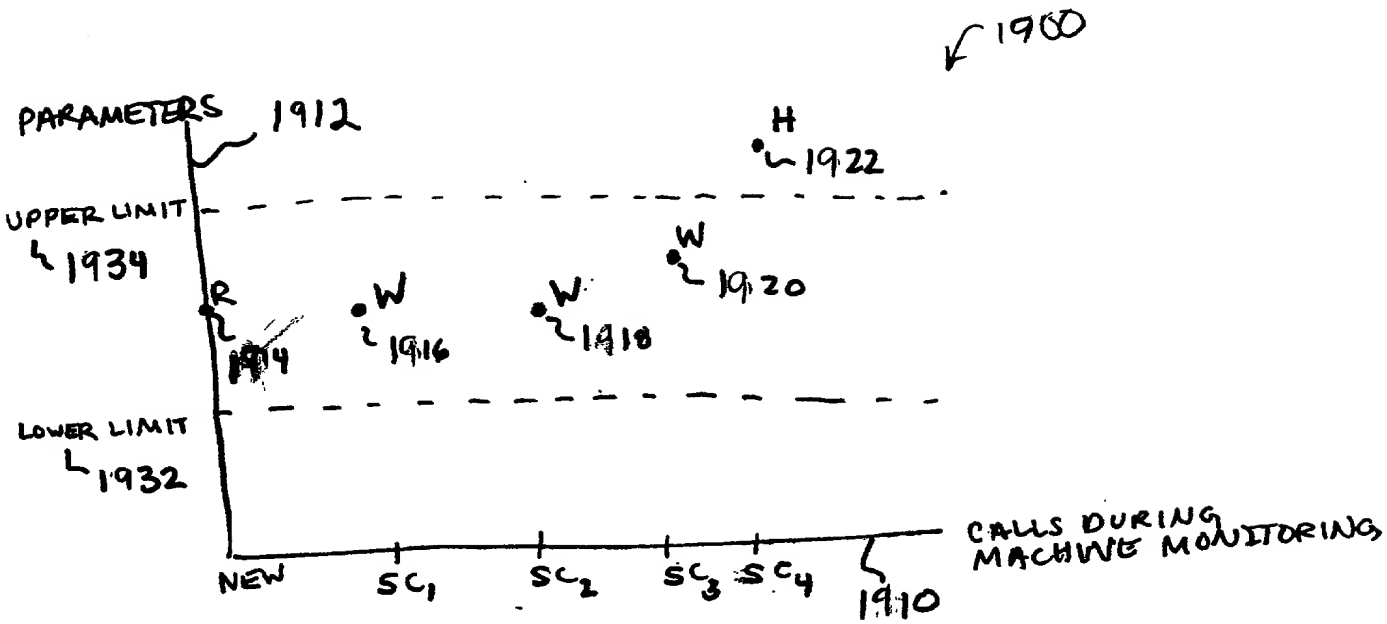
S/N Prefix and Serial Number	- Device Code: 0
Installed Section	Floor:
Tag ID	
Contact	Tel:
SO/SD	SO: SD:
M/R Date	
Particular Notes	
M/R Information	
Installation Date	

1830

CopierN Information

S/N Prefix and Serial Number	- Device Code: 1
Installed Section	Floor:
Tag ID	
Contact	Tel:
SO/SD	SO: SD:
M/R Date	

FIG. 17



R = reference value (after test copying for installing copier)
W = display on screen without highlight
H = display on screen with highlight in first mode.

Fig. 18